Allworx® At a Glance

Standard Features

- Remote IP Phones connect from anywhere
- Call Routes ring multiple phones, cell phones — Unlimited attempts, unlimited options, and unlimited possibilities
- Every user has 7 unique presence settings with 7 unique voicemail greetings
- Robust voicemail (8 or 16 dedicated channels) included with multiple message delivery methods
- Hot Desking — Users can log into any handset anywhere
- Flexible Automated attendant provides efficient call routing
- Unified Messaging — Voicemail to email in one inbox
- Reach™ SIP Mobile Phone Client adds mobility without high cost
- My Allworx Manager — Comprehensive self management
- SIP trunks appear as regular lines for easy access
- Emergency 911 Alert
- Caller ID, ANI, DNIS, DID (when provided by Telco)

Allworx Phone Systems, IP Phones and Switches

48x

- Designed for companies of up to 250 employees per site
- Works with fully integrated T1/PRI, traditional CO and VoIP (SIP)

6x

- Designed for companies of up to 60 employees per site
- Works with traditional CO and VoIP (SIP)

6x12

- Designed for very small businesses (VSB) with up to 12 employees
- Works with traditional CO lines and SIP trunks

Px 6/2 Expander*

- Plug-and-play expander connects extra traditional phone lines and stations to the Allworx System over LAN or WAN
- Compatible with the 48x and 6x, each provides six FXO ports and two FXS ports
- Up to three expander units can be connected to 6x and 48x

* Not supported on the 6x12

PowerFlex P810

- 8-Port 10/100/1000 Base-T, two TP/(100/1G) SFP Combo
- PoE+ L2 Plus Managed Switch

PowerFlex P2426

- 20-Port 10/100/1000 Base-T, four TP/(100/1G) SFP Combo, two (100/1G) SFP
- PoE+ L2 Plus Managed Switch

PowerFlex P4848

- 44-Port 10/100/1000 Base-T, four TP/(100/1G) SFP Combo
- PoE+ L2 Plus Managed Switch

9224

- Sophisticated, flexible top-of-the-line phone with 24 programmable function keys
- Huge and easy-to-read 192 × 64 graphical backlit display
- Includes a high-fidelity voice handset, hands-free speakerphone, built-in headset connectivity and an integrated Ethernet switch, PoE

Tx 92/24 Expander

- Simple plug-and-play configuration with automatic detection
- Connect up to three Expanders and grow to 48, 72, or 96 programmable function keys
- Powered from the 9224 phone, no additional power needed

9212L

- Sophisticated, flexible phone — perfect for employees who make or receive a high volume of calls
- High resolution full backlit display with adjustable brightness
- 12 programmable function keys
- Supports multiple telephone lines
- Includes a high-fidelity voice handset, hands-free speakerphone, built-in headset connectivity and an integrated Ethernet switch, PoE

9204 & 9204G

- Four programmable function keys
- 10/100/1000 Gigabit Ethernet switch (9204G)
- 10/100 Ethernet switch (9204)
- Easy-to-read 192x64 graphical backlit display
- Full-duplex speakerphone
- 4-way conferencing

9202E

- Compact size for small workspaces
- 2 call appearance buttons
- Easy-to-read 128 × 36 display
- 10/100 Switch
- Power over Ethernet (PoE)
- Full-duplex speakerphone
- Wall mountable
- Bright ringing and off hook status indicator
- Plug-and-play headset connectivity

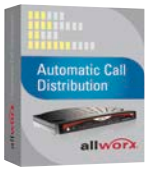
Boost productivity with Allworx software

Allworx servers are built to provide additional specific applications without any additional hardware cost or complexity. Order only what you need, pay for it only once, and add real value.

Optional Software Features

Advanced Multi-site

- Communicate as one organization
- Global directory with global voicemail
- Uniform flexible numbering with park and page across sites
- Transfer and receive calls from anywhere
- Visual handset status from remote locations
- Disaster recovery, automatic failover



Automatic Call Distribution™

- Distribute incoming calls effectively and fairly
- Linear priority, round robin, longest idle, ring all
- Agent login from any phone for flexibility
- Remote Allworx users can be agents
- Supervisor status reports online; export call detail reports
- Supervisor management of queues and agents
- Comprehensive reports: agent productivity, abandoned calls, and many more

Dual Language Support

- Play prompts to multi-lingual customers
- English, Castilian Spanish and French Canadian

Reach™ SIP Mobile Phone Client

- Make and receive calls from anywhere with iOS or Android
- Use Wi-Fi or cellular data
- Display/search Allworx users and local contacts
- Extensive call history
- View and change presence setting
- Manage, send, reply and forward voicemails

Interact™ Call Control

- Intelligence on every call with screen pops
- Answer and hold calls from your PC
- Interact Pro offers PC-based call control
- Interact Attendant offers full call processing

Call Assistant™

- PC-based attendant console
- Easy-to-use graphical user interface
- Seamless integration with any Allworx phone
- "Drag-and-drop" call processing
- Displays incoming and outgoing calls, outside lines, phone status for all users — including remote and multi-site users
- Record any call with the click of a mouse
- Call history displays outgoing and incoming calls with sort and one-click dial
- Supports Microsoft TAPI for Caller ID screen pops

Conference Center™

- Secure conferencing — ID and password protection
- Centralized scheduling and moderation of calls
- Full administrative view of users and conferences
- Set up conference calls 24/7
- Easy-to-use graphic user interface
- Ability to create recurring conference calls

OfficeSafe™

- Backup and restore anytime day or night
- Backup multiple servers simultaneously
- Backups can be made to centralized secure data centers
- Runs as a Windows service

View™

- Data on call usage, ACD queues and agents
- Real-time, configurable dashboards with definable threshold alarms
- On-demand and scheduled reports
- Save, share and export report data
- View reports and real time status from any mobile device

Capacities — at a glance

	48x	6x	6x12	Px
Users	Up to 250	Up to 60	Up to 12	0
Auto Attendant Channels/Branches	16/9	8/9	8/9	0/0
Central Office Lines/SIP	3 FXO expand to 21*, 1 PFT, SIP included at no cost, bandwidth dependent	6 FXO expand to 24*, 1 PFT, SIP included at no cost, bandwidth dependent	6 FXO, 1 PFT, SIP included at no cost, bandwidth dependent	6 FXO ports 1 PFT†
Analog Phones	5 FXS ports expand to 11*	2 FXS ports expand to 8*	2 FXS ports	2 FXS ports 6 additional w/3 Px†
Dedicated Voicemail Channels	16; minimum 125 hours	8; minimum 2 hours per user	8; minimum 2 hours per user	N/A
Conference	4 bridges, 30 seats/bridge, max 60 seats across all bridges	One 8 seat bridge	One 8 seat bridge	None
T1/PRI	Built-in option	N/A	N/A	N/A

* Expansion requires utilizing a maximum of three Allworx Px 6/2 expanders. † Maximum three per server.

Catalog — at a glance

6x Server	
8200004	Allworx 6x — Includes 6 FXO ports and 2 FXS ports. Equipped for 30 users, expandable up to 60 users, Compact Flash
8320054	Allworx 6x 4-year Extended Hardware Warranty[1]
8320069	Allworx 6x 1-year Software Upgrade Key (Anytime purchase)
8320067	Allworx 6x 4-year Extended Hardware Warranty and Software Upgrade Key Package[1]
8320079	Allworx 6x 1-year Extended Hardware Warranty and Software Upgrade Key Package (Anytime purchase)[8]
6x12 Server	
8200068	6x12 phone system and network server for up to 12 users
8320054	Allworx 6x12 4-year Extended Hardware Warranty[1]
8320067	Allworx 6x12 4-year Extended Hardware Warranty and Software Upgrade Key Package[1]
8320069	Allworx 6x12 1-year Software Upgrade Key (Anytime purchase)
8320079	Allworx 6x12 1-year Extended Hardware Warranty and Software Upgrade Key package (Anytime purchase)[8]
6x and 6x12 Options	
8210029	Dual Language Support — Allows two languages for voice prompts
8210052	Advanced Multi-site — Branch[3]
8210012	Call Queuing — Up to 10 queues distributing 16 calls
8210025	Conference Center with administrator and user controlled security
8210080	Reach™ SIP Mobile Phone Client (one) — Connects one Reach device to 6x/6x12[10,11]
8210081	Reach SIP Mobile Phone Client (five) — Connects five Reach devices to 6x/6x12[10,11]
8210082	Reach SIP Mobile Phone Client (ten) — Connects ten Reach devices to 6x/6x12[10,11]
8210096	Interact — PC-based user interface – 1 user for 6x/6x12
8210097	Interact — PC-based user interface – up to 5 users for 6x/6x12
8210098	Interact — PC-based user interface – up to 10 users for 6x/6x12
8210110	View — Real-time and historical call usage data
6x Omly Options	
8210027	User Upgrade Option — Expand 6x system from 31 to 60 users
8210051	Advanced Multi-site — Primary[3]
8210050	Automatic Call Distribution — Up to 10 queues distributing 16 calls[3]
8210100	Generic SIP Device (one) — Registers one generic SIP device on 6x/6x12[12]
8210101	Generic SIP Device (five) — Registers five generic SIP devices on 6x/6x12[12]
8210102	Generic SIP Device (ten) — Registers ten generic SIP devices on 6x/6x12[12]
8210111	View ACD – Real-time and historical reporting of calls, ACD agent and queue data. Requires View.
Px Expansion Unit and Options	
8220001	Allworx Px 6/2 — 6 FXO ports and 2 FXS ports expander.
8320060	Allworx Px 6/2 4-year Extended Hardware Warranty including Advanced Replacement[1]
8320081	Allworx Px 6/2 1-year Extended Hardware Warranty (Anytime purchase)[8]

48x Server and Options	
8200054	Allworx 48x — includes 2T1/PRI interface options, 3 FXO ports and 5 FXS ports. Equipped for 48 users, expandable up to 250 users. Solid state drive.
8200070	Allworx 48x Server with T1/PRI Key #1 — Includes license for the first integrated T1/PRI interface, 3 FXO ports and 5 FXS ports. Equipped for 48 users, expandable up to 250 users. Solid state drive.
8320056	Allworx 48x 4-year Extended Hardware Warranty[1]
8320071	Allworx 48x 1-year Software Upgrade Key (Anytime Purchase)
8320068	Allworx 48x 4-year Extended Hardware Warranty and 5 year Software Upgrade Key Package[1]
8320080	Allworx 48x 1-year Extended Hardware Warranty and Software Upgrade Key Package (Anytime purchase)[8]
8210023	User Upgrade Option — Expand 48x system from 49 to 100 users
8210028	User Upgrade Option — Expand 48x system from 101 to 150 users
8210048	User Upgrade Option — Expand 48x system from 151 to 200 users
8210049	User Upgrade Option — Expand 48x system from 201 to 250 users
8210041	T1/PRI Key #1 — Activate the 1st T1 on the 48x
8210042	T1/PRI Key #2 — Activate the 2nd T1 on the 48x[2]
8210031	Dual Language Support — Allows two languages for voice prompts
8210056	Advanced Multi-site — Primary[3]
8210057	Advanced Multi-site — Branch[3]
8210055	Automatic Call Distribution — Up to 10 queues distributing 64 calls[3]
8210019	Call Queuing — Up to 10 queues distributing 64 calls
8210026	Conference Center with administrator and user controlled security
8210083	Reach SIP Mobile Phone Client (one) — Connects one Reach device to 48x/24x[10,11]
8210084	Reach SIP Mobile Phone Client (five) — Connects five Reach devices to 48x/24x[10,11]
8210085	Reach SIP Mobile Phone Client (ten) — Connects ten Reach devices to 48x/24x[10,11]
8210103	Generic SIP Device (one) — Registers one generic SIP device on 48x/24x[13]
8210104	Generic SIP Device (five) — Registers five generic SIP devices on 48x/24x[13]
8210105	Generic SIP Device (ten) — Registers ten generic SIP devices on 48x/24x[13]
8210112	View — Real-time and historical call usage data
8210113	View ACD — Real-time and historical reporting of calls, ACD agent and queue data. Requires View.
8210093	Interact — PC-based user interface – 1 user for 48x
8210094	Interact— PC-based user interface – up to 5 users for 48x
8210095	Interact — PC-based user interface – up to 10 users for 48x
Handsets	
8110055	Allworx 9224 IP Phone — 24 programmable buttons
8110061	Allworx 9224 4-year Extended Hardware Warranty[1]
8110032	Allworx Tx 92/24 Expansion unit for Allworx 9224 phone
8320062	Allworx Tx 92/24 4-year Extended Hardware Warranty[1]
8110061	Allworx 9212L IP Phone — 12 programmable buttons with backlit display[7]
8320058	Allworx 9212L 4-year Extended Hardware Warranty[1]
8110041	Allworx 9204 IP Phone — 4 programmable buttons[3]
8110045	Allworx 9204G — 4 programmable buttons with Gigabit Ethernet connectivity[4]
8320064	Allworx 9204 & 9204G 4-year Extended Hardware Warranty[1]
8110065	Allworx 9202E IP Phone — 2 call appearance buttons with full-duplex speakerphone and PoE[9]
8320057	Allworx 9202E 4-year Extended Hardware Warranty[1]
8400006	Universal Switching Phone Power Supply[6]
8110200	GigaSplitter — 2-port Gb adaptor with POE for Allworx phones

1. Eligible for purchase within the first 90 days.
2. T1/PRI License #2 does not include T1/PRI License #1. You must activate the first T1 before activating the second.
3. Supported with software 7.1 and beyond.
4. Supported with software 7.2.9.1 and beyond.
5. Supports up to 128 simultaneous IMAP connections.
6. Not included with phone; sold separately.
7. Supported with software 7.3 and beyond.
8. A 30-day blackout period is enforced prior to submitting warranty claims.
9. Supported with software 7.4 and beyond.
10. Supported with software 7.5 and beyond.
11. One license included with server at no cost.
12. Six licenses included with server at no cost.
13. Twelve licenses included with server at no cost.

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